

CIO Council Meeting Minutes
October 30, 2002
Department Of Corrections Conference Room

Attendees: Gary Zeller (AGR), Mary Sue Brown (ESC), Bill Golden (DST), Ben McLawhorn (OSC), Lee Mandell (NCLM), Mark Griffith (IRM), Julia Nipper (ITS), Patti Bowers (ITS), Richard Little (AOC), Ilse Fogl (ITS), Steve Hulsey (DOT), Charles Fraley (OAO), Woody Yates (IRMC), Bill Kurdys (DOC), Wanda Cheshire (Alphanumeric), Don Nattress (OSP), Paul Saksa (AUDITOR), Joe Lithgo (ITS), Wendy Kuhn (ITS), Smitty Locklear (DOA), Michael Fenton (ITS), Clyde Poole (DHHS), Cliff Layman (AOC), Arlon Kemple (DCR), E.D. Walker (DOT), Don Allen (DHHS), Nancy Lowe C. Lowe (DJJDP), Ed Pratt (HCS Systems), Lowell Collins (DOJ), Stan Jenkins (ITS), Katherine White (ITS).

Special Guests: Glenn McDonald (RVO), Brenda Stevenson (Rowan Vocational Opportunities), Terry Osborne (Rowan Vocational Opportunities), Senator Stan Bingham (N.C. Senate), Harry Welch, Jr. (Micro PC).

Chairman Locklear called the meeting to order at 10:00 AM.

MINUTES: The minutes for the September meeting were approved with one correction. Arlon Kemple's name was to be added to the attendees.

CIOC CHARTER: Gary Zeller, Vice Chairman, has been in charge of reviewing and recommending changes to the CIOC Charter. Eight or so changes had been suggested. These were discussed. Locklear asked Zeller to incorporate the agreed upon changes and circulate the Charter via email and request an email vote of approval.

STATE CIO's REPORT: George Bakolia was not available for the meeting and Michael Fenton made the CIO's report. Fenton said that the IRM had received 85 attachments C along with the agencies' IT plans. Most of the attachments C have been returned to the agencies. IT plans for the remainder of the agencies (those not submitting an attachment C) are due November 15. After all plans are received the IRM staff will do some summarization and use the agencies' plans to develop some aggregate planning. The summary of the attachments C received will be sent to the IRMC for the November meeting. Plans will be sent to the December IRMC meeting for approval.

Security: The state CIO is required by legislation to assess agency security plans. The ITS has developed and executed an RFP for an assessment tool for this purpose. Several agency CIO's (Golden, Brinson, McLawhorn, Brown) are working with the ITS security office to design the survey to be used for the assessment.

Efficiency committee: Bakolia has made several recommendations to the Governor's Efficiency Committee regarding improvements in the use of technology and technology funds.

1. Bakolia is recommending a Y2K approach to deal with the agencies' legacy code. He feels with the aging code and many application development staff approaching retirement, succession planning for these applications is necessary. He suggests some workgroups to take a look at this and do some planning.
2. Bakolia also supports and recommends server consolidation. The proliferation of servers impacts on the security issues, maintenance costs etc. These issues are within and across the agencies.

Locklear suggested we might want to look at sharing routers also where agencies are co-located.

Lithgo gave a report on NCMail. The NCMail Upgrade project is nearing its completion date. It should be completed as planned by November 25. To date the following have been accomplished:

- *Created a test zone that reflects the production environment.
- *Upgraded to a current, supported version of Critical Path's software.
- *Converted user mailboxes to the new software level.
- *Converted Anti-virus/anti-spam SMTP relays from sendmail to Critical Path for performance improvement.
- *Rebuilt servers to obtain configuration consistency.
- *Installed "Proxy Login" servers to allow seamless routing of users to mailboxes across message stores. This will remove the need for individual clients to use specific-location login.
- *Configured webmail for SSL.

The project team is currently working on:

- *Migrating users from old servers to new server configuration that allows horizontal scalability and takes advantage of enterprise storage strategy. An email notification has been sent out detailing activities and impact to users.

- *Upgrading the admin web server.

The final activities will be:

- *Upgrading directory to current, supported version level.

- *Adding mailbox monitor for improved reporting and administration.

- *Adding directory lookup for WebMail users.

After the Upgrade Project is completed, all users will be able to access their NCMAIL accounts via the web as well as from their client desktop. ITS will follow up with appropriate email administrators on this capability, and will discuss this in more detail at the next CIO Council meeting.

Gartner Group: ITS/Bakolia has directed that available Gartner Group reference seats be redistributed to those agencies with the highest usage of enterprise services. Rossi and Lithgo developed the proposal that would redistribute reference seats to the agencies with more than 2 million in annual billing. Of the ten agencies in this category, AOC and ITS already have purchased seats. The redistribute of reference seats went to the 8 agencies.

They are:

1. DHHS
2. DOT
3. DOC
4. DOR
5. ESC (originally Commerce-see below)
6. DENR
7. OSC
8. DOJ

Brown of ESC asked that the Commerce seat go to ESC since they are the ones generating the billings in excess of \$2 million. It was agreed to change Commerce to ESC.

Each agency will need to provide the name of the user to whom the reference seat userid will be assigned. The agencies were asked to send this information to Susan Chan at susan.chan@ncmail.net

IRMC UPDATES: Woody Yates-The email survey data have been compiled. Additional questions and answers are needed to fill out the completed information. Janet Smith has developed the additional questions for ITS to answer. There are 3 draft IRMC policies out on the IRMC web site.

Yates went over the November IRMC meeting agenda items.

Wake Forest University has offered to do a study on the upward communication on projects. The proposal for this study will be offered at the IRMC meeting.

WIRELESS STANDARDS: Katherine White-Version 6 of the draft Wireless Standards was discussed and endorsed. Cliff Layman and ED Walker suggested some additions and they were asked to send them to Ms. White.

ON-CALL PAY: Bill Kurdys/DOC-DOC has networking staff that support servers on a 24x7 basis. They are on call and are required to remain in the vicinity for quick response to problems. The staff get pay or overtime if they come in but DOC wants authority to pay them on-call pay while they are in that status. Current OSP policy for this category does not include IT but it is often just as critical as other maintenance activities that are covered. Kurdys asked if other agencies have this problem, are any agencies paying on call and would any agencies like to join in the appeal to OSP to broaden their policy to include IT.

Don Nattress/OSP who was in attendance at the meeting said new OSP policy would allow agencies to designate who is on call. Locklear asked that we get draft of the proposed policy and the timeframe for the change.

MICROCOMPUTER CONTRACT ALTERNATIVES: Terry Osborne of Rowan Vocational Opportunities Inc. Mr. Osborne gave CIO's background of the Rowan facility and the impact of the recent funding cutbacks. He and other are proactively seeking ways to increase the revenue for the facility so that they do not have to cut back their help to the handicapped folks now working at the facility. They have a pilot program to assemble PC 's to order and suggested that they be allowed to be on the state convenience contract as an economical alternative to some of the PC companies that are on the contract. He asked what we thought of the concept. After discussion the CIO's asked if the ITS purchasing group could pursue getting them on the state contract. There were several logistical issues that needed to be looked into.

Steve Hulsey of DOT suggested that perhaps they could be added to the Powerful PC Program since that is directed more to individuals and would offer an economical alternative there as well. The CIO's generally supported and endorsed pursuing the possibilities to include this group on contract .

OTHER DISCUSSION: There were several who felt it would be helpful to discuss the proposed changes to the IRMC certification process with the IRM staff and Chairman Locklear agreed to pursue that effort.

The meeting was adjourned about noon.

The next meeting will be November 20 at the Department of Administration, 5th Floor Conference Room at 10 AM.